



OPERATIONAL MEMO

TITLE:	CRITICAL INCIDENT REPORTING IN STATE GENERAL FUND PROGRAMS
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	JULY 1, 2020
DIVISION AND OFFICE:	OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	CRITICAL INCIDENT REPORTING
KEY WORDS:	COMMUNITY CENTERED BOARD, CCB, STATE GENERAL FUND, FSSP, STATE SLS, OBRA, CRITICAL INCIDENT REPORTING, CIRS
OPERATIONAL MEMO NUMBER: HCPF OM 20-066	
ISSUE DATE: JULY 1, 2020	
APPROVED BY: AMANDA LOFGREN	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Operational Memo is to inform Community Centered Board (CCB) Case Management Agencies (CMAs) of Critical Incident Reporting (CIR) requirements for the State General Fund Programs.

Information:

The Department of Health Care Policy & Financing (Department) requires Case Managers to complete CIRs into the existing DDD Web Application Portal (DDDWeb) system for the following State General Fund programs:

- Family Support Services Program (FSSP)
- State Supported Living Services (State SLS)
- Omnibus Budget Reconciliation Act of 1987 Specialized Services (OBRA-SS)

CIRs must be reported by the Case Manager within one (1) business day. The Department will review CIRs entered and identify potential follow up action that may be required by the Case Manager.

Payment:

Effective July 1, 2020, State General Fund program CIRs will be paid per new event entered into the DDDWeb system. The payment includes all Case Management follow-up activities required to address the critical incident as well as any investigation required. Incident types are documented in these two categories:

- Critical Incident Reporting & Investigation: Mistreatment, Abuse, Neglect and Exploitation (MANE)
- Critical Incident Reporting & Investigation: Non-MANE

Please refer to rates for each task in the CCB Fiscal Year 2020-21 contract as they are subject to change.

The Department will pull a report by the 18th of each month from the DDDWeb and pay the CCB for each CIR-MANE and CIR Non-MANE at the rates identified within the CCB Contract. In the event a CIR is not entered into the DDDWeb within the required timeframe for the previous month, the CCB will need to request reimbursement through the Payment Correction process outlined in the CCB Contract. Reimbursement for all CIRs-MANE, CIRs Non-MANE, and all other contractually required activities may not exceed the CCB's total allocation for the fiscal year.

CIRs that are entered but do not meet the definition of a CIR are not eligible for payment. It is the Department expectation that Case Managers utilize training on CIRs available through the Department website, <https://www.colorado.gov/hcpf/hcbs-waiver-critical-incident-reporting>. The definition of a CIR is the same regardless of the member program or waiver.

Members who are active on both a waiver program and a State General Fund program will have their CIR entered into the Benefits Utilization System and paid through the CCB's administrative contract. The CIR will not be entered into the DDDWeb for payment.

Attachment(s):

None

Department Contact:

For questions regarding Critical Incidents: HCPF_CIRs@state.co.us

For questions regarding the CCB Contract and Payments: Noushin.Berdjis@state.co.us